

Customer Service Statement

By the U.S. Department of State

The U.S. Department of State controls the visa process strictly but fairly in order to best protect the United States of America. We are committed to the essential openness for which the United States has always been known. Travel to the United States is welcomed and encouraged.

We promise to you, the visa applicant, that:

- We will treat you with dignity and respect, even if we are unable to grant you a visa.
- We will treat you as an individual and your case as unique.
- We will remember that, to you, a visa interview may be a new experience and that you may be nervous.
- We will use the limited time available for the interview to get as full a picture as possible of your travel plans and intentions.
- We will use our available resources to fairly assist all applicants to get appointments to allow travel in time for study and other important obligations.
- We will explain the reason for any visa denial to you.

Furthermore, if you are a:

- Student, we will make every effort to ensure that you get an early appointment and, if qualified, a visa in time to start classes.
- Medical and humanitarian emergency traveler, we will expedite processing for those dealing with life threatening emergencies.
- Business traveler, we will make every effort to ensure that you get an appointment before your business trip.

At the same time, we expect you, the visa applicant, to:

- Plan your travel and visa application as far in advance as possible.
- Complete your application fully and accurately.
- Be forthcoming about your purpose and plans.
- Prepare for your interview by being able to clearly and concisely describe your intentions.

Come prepared for your interview with the appropriate documents and photographs so that we can promptly process your application.